Job Title: Director of Information Systems & Technology

Function:
Under the direction of the Town Manager, plans, develops, administers and maintains information technology strategies and initiatives in support of the operational missions and objectives of the Town to ensure reliable, integrated, up to date, secure information systems on which to run mission critical, Enterprise Resource Planning (ERP) applications as well as other ad-hoc applications that will enable the delivery of customer friendly, superior municipal services. S/he accomplishes this by working collaboratively with department heads and overseeing: the development of strategies, policies and procedures on information systems to ensure security, compatibility and consistency; purchase of all Town computers, mobile devices, software, electronic devices and systems, networks; maintenance of information systems; and the administration of the IT budget. Exercises considerable independent judgment in administering and managing the Town’s information systems and technology to enhance organizational productivity and customer service while maintaining and / or improving the efficiency and effectiveness of Town services.

Typical Duties, Responsibilities, Tasks and Assignments:
- Develops and monitors information technology (IT) strategic plans to anticipate the information technology needs of the Town and create a flexible, expandable IT infrastructure.
- Establishes standards, policies, and training support for the effective use of technology by all personnel.
- Develops and maintains standards and measures to monitor and enhance IT hardware, network, operating system, peripherals, and application software performance.
- Consults with department heads and their staff and analyzes department operations and systems to determine how information technology can best be used to meet needs of the department. Recognizes opportunities to apply information technology (IT) to enhance all business and technical processes that are consistent with the Town’s overall IT strategy.
- Manages in-house and vendor resources in analyzing business and technical functions, and designing, constructing, implementing and maintaining a reliable, cost effective IT environment.
- Maintains an overall cybersecurity program to: stay abreast of industry standards and regulations; works to ensure that controls and tools are in place to mitigate cybersecurity risk; and ensures staff is adequately trained in cybersecurity best practices.
- Oversees the daily work of the IT staff to provide timely, quality support for hardware, network, operating systems, and business applications.
- Defines IT projects in consultation with the Town Manager, creates plans, assigns accountability, defines roles and target dates and monitors progress to ensure successful on-time completion.
- Sets quality and productivity standards for IT staff. Defines, schedules, and assesses ongoing training to ensure that all employees are able to provide quality technical and customer service and reviews completed work as necessary to ensure goals are met.
- Motivates and develops staff by utilizing performance management, progressive discipline and employee recognition programs.
- Makes comparative cost analysis to determine feasibility of equipment upgrading, procedural changes or introduction of new applications.
- Prepares and submits departmental operating and capital budget recommendations.
- Establishes system security measures.
• Establishes backup and disaster recovery procedures.
• Coordinates with department heads to develop short- and long-range plans for Town’s continuous automation expansion.
• Prepares narrative and technical reports as necessary for various committees and operating departments.
• Presents recommendations and responds to questions from various Boards, Commissions and the Town Council, including participation in meetings outside of normal hours as needed.
• Performs other related duties as assigned.

Special Skills & Requirements:
Bachelor’s Degree in computer science, Management Information Technology or some closely related field. Six (6) years of progressively responsible Technology management experience, involving systems planning, management operations, training, network operations and procurement; including three (3) years of supervisory experience; or any equivalent combination of education, work experience and training.

Physical and Other Requirements:
The work is primarily of an intellectual nature but requires a variety of physical capabilities. The work may require specific but common physical characteristics and abilities such as mobility and dexterity. The employee must occasionally lift and/or move up to 10 pounds and rarely must lift and/or move up to 25 pounds.